

# **EXHIBIT O**



945 Central Avenue • Albany, NY 12205  
(518) 458-2277 • Fax: (518) 458-2530

SALES • SERVICE • PARTS

BODY SHOP • LEASING • RENTAL

CUSTOMER NO. 94213		NAME CHAD RICHARDSON		VIN 74429		DATE 09/10/14		MOUSE NO. HYCS326414	
ANN MANCUSO		LABOR RATE 52.021		REPAIR RATE 52.021		BLACK/		DELIVERY DATE 04/27/10	
		VEHICLE MAKE/MODEL 10/HYUNDAI/SANTA FE/4DR AWD SE V6 AT		VEHICLE TYPE S N M S H D A G 2 A H 3 4 3 0 9 1		WARRANTY 09/10/14		PRODUCTION DATE	
ADDRESS PHONE		BUSINESS PHONE		COMMUNITY		REPAIR DATE			

LABOR & PARTS  
J# 1 56HYZ

CHECK ENGINE LIGHT  
CLIENT REPORTS CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE.  
TECH CHECKED AND FOUND CODE P0300 RANDOM MISFIRE STORES VEHICLE RUNNING NORMALLY WHEN SCANNED FOUND REFLASH 324 ECM UPDATE AS PER TSB 14-01-028  
TECH PERFORMED ECM UPDATE 14-01-028 AND REFLASHED ECM ROADTESTED 42 MILE AND NO CODES RETURNS NOW OK.  
40CG02R0.3 ATT.3

TECH(S): 90430

WARRANTY

ALL BODY PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DMV REG. NO. 7088497

DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 90 DAYS OR 4,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$99.00 (+TAX)

COMMENTS  
WAIT

TOTALS

THANK YOU FOR ALLOWING US TO BE YOUR SERVICING DEALER. OUR GOAL IS TO PROVIDE YOU WITH EXCELLENT SERVICE. IN THE NEXT FEW WEEKS, YOU MAY RECEIVE A SURVEY FROM HYUNDAI MOTOR AMERICA ASKING HOW WE DID. IF FOR ANY REASON WE DID NOT MEET YOUR EXPECTATIONS, PLEASE FEEL FREE TO CONTACT ME. JIM MAGUIRE, SERVICE MANAGER AT (518) 458-2277 EXT. 221. AGAIN THANK YOU FOR CHOOSING THE LIA AUTO GROUP.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

PAY METHODS  
CHARGE CREDIT CARD CASH CHECK  
CUSTOMER CONTACTED AT TIME. DATE.

CUSTOMER SIGNATURE